

Lynx Corporation Privacy Policy

How we collect personal information

Lynx collects personal information in a number of ways, including:

- directly from you, such as when you enter your personal details on our website (eg during purchasing products online), when you provide information by phone or in documents such as an application form;
- from third parties such as credit reporting agencies (if you apply for a Lynx credit account) or your representatives;
- from publicly available sources of information;
- from the organisations identified below under "When we disclose your personal information";
- from our own records of how you have used Lynx services in the past

How we use your personal information

Your personal information may be used to:

- identify you and to assist you to subscribe to our website services more easily;
- provide the goods and services you require
- administer and manage those services, including charging, billing, delivering goods and collecting debts
- gain an understanding of your business or personal requirements in order for us to provide you with better, more personalised services that are tailored to your needs
- inform you of ways the services provided to you could be improved
- conduct appropriate checks for credit-worthiness and for fraud
- research and develop our services
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems

Your personal information is also collected to promote and market to you other services which we consider may be of interest to you. Before we do so, we will provide you with an opportunity to give us permission to send you marketing or promotional material from ourselves or others (such as promotional email offers), via an opt-in mechanism. That is, we will send you such material only if you elect to receive it or if it is provided to you in response to your request. You may also notify us at any time that you do not wish to receive marketing or promotional material by calling us on (02) 9767 4800 or by using the [Contact Us](#) page to send your request via email

Lynx Websites

Lynx provides a range of web-based services, through a particular division within Lynx depending on your customer status. These services are provided on the

www.lynxcorp.com.au web site, which consists of two main web addresses (known as 'domains') – lynxcorporation.com.au and lynxcorp.com.au

The marketing and product information provided on our website will be determined by your status as a customer when you decide to visit the site.

Personal information collected from our websites

The types of personal information we collect from you will depend on how you use our web site. Such information may include your name, gender, current address, telephone/mobile phone number, email address, and your Lynx account username and/or password.

If you choose not to provide personal information, we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

Other information

Our websites record other information as well. This information is used to improve the structure and performance of those sites to provide users with an improved service. Whenever a page is requested from our web server or an order placed with us we record the time, date and URL of the request, along with information on the browser software that is being used.

Lynx Corporation uses "cookies". Cookies are pieces of information that a web site can transfer to an individual's computer hard drive for record keeping. Cookies can make using our website easier by storing information about your preferences on a particular website. This will enable you to take full advantage of the services we offer. The use of cookies is an industry standard and you will find most major websites use them. Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable cookies or to warn you when cookies are being used.

When we disclose your personal information

For the purposes set out above (under "How we use your personal information") we may disclose your personal information to organisations outside Lynx. Where appropriate, these disclosures are subject to privacy and confidentiality protections. The organisations to which we usually disclose information include:

- outsourced service providers who manage the services we provide to you, including:
 - billing and debt-recovery functions
 - information technology services

- freight contractors, their sub-contractors and agents to facilitate the delivery of goods you order from us
- your representatives (eg your authorised representatives or legal advisers)
- credit-reporting and fraud-checking agencies
- Credit providers for credit related purposes such as creditworthiness, credit rating, credit provision and financing
- our professional advisers, including our accountants, auditors and lawyers
- government and regulatory authorities and other organisations, as required or authorised by law;
- organisations involved in:
 - a transfer/sale of all or part of our assets or business (including accounts and trade receivables) if such took place
 - managing our corporate risk and funding functions (eg securitisation)

Help us to ensure we hold accurate information

Lynx takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of the information we hold depends to a large extent on the information you provide and who has access to it at your place of business.

That is why we recommend you:

- promptly let us know if there are any errors in your personal information
- keep us up to date with changes to your personal information such as your name or address.
- notify us details of any change of your staff or key personnel that have had access to your personal or business information

You can easily edit or delete business information you provide to us on our website (unless it is mandatory information required for your account application), but to do so, you will need to log in as a registered user, using your username and password.

If you wish to access or modify personal information which you have provided via our website, but cannot access that information at our website, please send an email using the [Contact Us](#) page.

You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know by sending an email using the [Contact Us](#) page. You may be required to put your request in writing for security reasons. Lynx reserves the right to charge a fee for searching for and providing access to your information.

Security of your information

We take reasonable steps to ensure that your personal information is stored securely. Transmissions sent to or from our websites are routinely monitored for quality control and systems administration. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. While we strive to protect your personal information from misuse, loss and unauthorised access, we cannot guarantee the security of any information you transmit to us or receive from our online services. These activities are conducted at your own risk. Once we receive your transmission, we make our best effort to ensure its security.

Due to the ever increasing incidence of credit card fraud worldwide, Lynx does not accept Credit card information transmitted via the Internet. Lynx policy is to utilize one of the following methods to obtain credit card information if it is required to facilitate a purchase:

- Lynx will provide the customer, via email or phone, a dedicated fax number to forward details of their credit card information. The fax will go directly to the Lynx sales staff member who is handling their order
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- Lynx will procure this information in person from the customer via a phone call to the number(s) provided with their order. At this point, verification that the person who placed the order is in possession of the card is also established.

Once this information is received, the sale will be processed and the card information is forwarded directly to the customers bank via the credit card terminal provided to Lynx. No card details are stored by Lynx unless the customer specifically requests, in writing, for us to do so.

What else you should know about privacy

Remember to close your browser when you have finished your user session. This is to ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet cafe. You as an individual are responsible for the security of and access to your own computer.

Please be aware that whenever you voluntarily disclose personal information over the Internet (for example: in account applications or when ordering goods) that this information can be collected and used by others. In short, if you post personal information in publicly accessible online forums, you may receive unsolicited messages from other parties in return.

Ultimately, you are solely responsible for maintaining the secrecy of your username and passwords and any account information. Please be careful and responsible whenever you are using the Internet and our website.

How to contact us

If you have any questions in relation to privacy, please contact us on (02) 9767 4800 between 9.00 am and 5.00 pm EST, Monday to Friday. Alternatively, you can:

- use the [Contact Us](#) page to send your questions and comments via email; or
- write to our Privacy Manager, at Locked Bag 71, Rhodes NSW 2138

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